



# State of New Hampshire

## DEPARTMENT OF ADMINISTRATIVE SERVICES BUREAU OF EMERGENCY COMMUNICATIONS

James H. Hayes Building  
10 Hazen Drive, Room 105  
Concord, New Hampshire 03305

Bruce G. Cheney, ENP  
*Executive Director*

Peter A. DeNutte, ENP  
*Assistant Director*

### BUREAU OF EMERGENCY COMMUNICATIONS

**JUNE 27, 2003**

### COMMISSION MEETING

Enhanced 9-1-1

#### Commission Members:

Chairman  
Chief Douglas Aiken  
NH Assoc. of Fire Chiefs

Vice-Chair  
Sheriff James D. Linehan  
NH Sheriff's Association

Secretary  
William Wood  
NH Division of EMS

Kathryn Bailey  
NH Public Utilities Comm.

Paul Violette  
NH Telephone Association

Chief George Landry  
NH Fed. of Fire Mutual Aids

Jill Healey Wurm  
Verizon

David Caron  
NH Municipal Association

Captain George Valliere  
NH Police Officer

Major Frederick Booth  
NH Dept. of Safety

Richard Bernard  
Public Member

David Lang  
NH Firefighter

Chief Bradley J. Russ  
NH Assoc. of Police Chiefs

**PRESENT:** Douglas Aiken, Chairman  
James Linehan, Vice Chair  
William Wood, Secretary  
Jill Healey Wurm  
James Valiquet  
Frederick Booth  
Richard Bernard  
George Landry  
George Valliere  
Mark Violette

**ABSENT:** David Lang  
Kathryn Bailey  
David Caron

**OBSERVERS:** Bruce G. Cheney, ENP  
Peter DeNutte, ENP  
Sean Goodwin  
Richard Fowler, ENP  
Jack O'Connor  
Wanda Hemeon  
Mike Geary, ENP  
Robert Brown  
Bobby Silvestriadis  
Jack DiPesa  
Leland Willette  
Patricia Magoon  
Amanda Sevin

NH Association of Fire Chief's  
NH Sheriff's Association  
NH Bureau of EMS  
Verizon  
NH Association of Police Chief's  
NH Department of Safety  
Public Member  
NH Federation of Mutual Aids  
NH Police Officer  
MCT Telecom

NH Firefighters  
NH Public Utilities Commission  
NH Municipal Association

Executive Director, NHBEC  
Assistant Director, NHBEC  
Engineering Tech. V., NHBEC  
Operations Supervisor, NHBEC  
Public Education/Training, NHBEC  
Info Representative, NHBEC  
Training Coordinator, NHBEC  
IT Manager II, NHBEC  
EMD Supervisor, NHBEC  
Verizon  
TDS Telecom  
Audit Supervisor II, NHBEC  
Administrative Secretary, NHBEC

The Commission meeting held at the Dwinell Building, 50 Communications Drive, Laconia, NH 03246 was called to order at 11:15 AM by Chairman Douglas Aiken.

**1. Approval of the April 4, 2003 Commission Minutes.**

**Chairman Aiken asked that section 5.H.a be amended to read "Commissioner Wurm was present for the discussion but elected not to participate in the non-public session."  
Commissioner George Valliere motioned for approval of the minutes as amended.  
Commissioner Frederick Booth seconded the motion. The motion was unanimously approved with amendment.**

Chairman Douglas Aiken asked Director Bruce Cheney to explain to the Commission where the Bureau of Emergency Communications stands in relation to the move to the Department of Safety. Director Cheney explained that as of now the Bureau will be moving to Safety on July 1 and will become a unit of the Office of Emergency Management which will be part of the Division of Fire Standards and Training, all reporting to Commissioner Richard Flynn and Assistant Commissioner John Stephen. This move is all depending on Monday's vote in the House to override the veto.

**OLD BUSINESS**

**2. Director's Report**

**2.A. Report on the FY03 Budget**

- a. Patricia Magoon, Audit Supervisor II, reported that Enhanced 9-1-1 submitted its Annual Report to Governor Benson on May 29, 2003 as required by law. Each Commissioner was also mailed a copy of this report.
- b. Ms. Magoon explained that in FY2003 some money was taken out of Class 093 to pay for unanticipated expenses. In FY2004 the \$479,000 has been re-encumbered to cover expenses for the TDS Telecom contract.
- c. Director Cheney explained that the Department of Administrative Services is being audited. Because the Bureau is administratively attached to this department the Bureau is part of this audit. At the same time, there is the possibility of a separate audit of the Bureau because of a misrepresentation that the Bureau was creating ten new positions. Director Cheney reports that the Bureau's participation in the Administrative Services audit has received positive feedback because of the Human Resources program as well as the new inventory system.
- d. Ms. Magoon reported the following budget:  
FY2004 Appropriated budget = \$7,612,847  
FY2005 Appropriated budget = \$7,818,204

Director Cheney added that the numbers reflect the budget that was submitted and approved by the Senate.

e. Director Cheney reported on the status of the Poison Control bill stating that the bill was killed. This bill tried to establish \$150,000 per year from Enhanced 9-1-1 be used to fund Poison Control.

f. Director Cheney explained that Ms. Magoon was informed that \$511,000 was transferred from estimated revenues. The Director stated that he did not have a lot of information about this, but would get back to the Commission on what the transfer was for.

## **2.B. Report on Surcharge**

a. Ms. Magoon stated that there was an increase in surcharge receipts from July to March. Director Cheney reported that if the FY2004 budget is passed there is a possibility for a surcharge increase.

b. Commissioner Wurm asked if there has been any discussion on the possibility for two separate surcharges for wired and wireless phones. Director Cheney explained that the Science and Technology committee has received complaints from wireless companies and has been discussing the issue. Director Cheney has met with the committee to play calls showing that wireless calls are significantly longer than wired ones and could result in a higher surcharge for wireless phones.

## **2.C. Report on Mapping/Addressing**

a. Sean Goodwin, Engineering Technician V, handed out the updated Progress Map. Mr. Goodwin pointed out that the red boxes on the map indicate towns with a change of status. Since the last meeting, Mr. Goodwin reports that four towns have accepted the conversion packages, specifically Alton on June 16. Hancock and Marlborough have accepted road maps. The Mapping Unit has received more than 300 address assignment requests since the beginning of the year. Colebrook, Farmington, Acworth and Holderness are all nearing completion.

b. Mr. Goodwin reports that the Mapping Unit has been working on a side project with the Army National Guard, collecting helicopter landing site data and mapping one landing site per town.

c. Mr. Goodwin also reported that the towns of Pittsburgh and Warren were on-line with addresses starting June 15. Jackson, Unity and Stewartstown should be on-line beginning July 15.

- d. Commissioner Bernard questioned Mr. Goodwin about fire lanes. Mr. Goodwin explained that the Mapping Unit has advised towns to change the road names of their fire lanes.

## **2.D. Report on Remote ANI/ALI**

- a. Robert Brown, IT Manager II, explained that the Technical Support unit is currently in the maintenance phase of the Remote ANI/ALI project. Mr. Brown and Commissioner Wood explained that the implementation group is drafting a report for Chairman Aiken. Final numbers indicate a total of 67 sites receiving ANI/ALI to this date. Out of those sites, 16 do not use the Bureau's system and 40 receive the ProQA. Mr. Brown stated that Hampton PD, Manchester PD, Seabrook PD and Strafford County Sheriff's Office do not receive ANI/ALI and the Technical Support unit remains in contact with them.
- b. Mr. Brown reported that as of June 27 all Valor CAD sites were updated with new map sets.

## **2.E. Report on Phase I and Phase II**

- a. Peter DeNutte, Assistant Director stated that Phase I is complete and even US Cellular is on board. Letters are being prepared to go out to phone companies for Phase II.

## **2.F. PSAP Operations**

- a. Richard Fowler, Operations Supervisor, reported that the PSAP is doing well. He stated that moral is in a holding pattern because of the pending decision in the House.
- b. Mr. Fowler reported that on June 12 he met with Hospital Diversion Program participants who reported to him that they are pleased with 9-1-1's participation with the program.
- c. Mr. Fowler explained that he is working with Representative Woods on the Safe-Haven bill, used by other states as an anonymous way for mothers to drop off their child without repercussions. They are investigating operations by other states in regards to 9-1-1 services.
- d. Mr. Fowler reported that beginning on Wednesday, June 11 of Motorcycle Week in Laconia, the PSAP averaged about 1400 calls per day. He stated that during that week the PSAP needed to use about 70 hours of overtime. During first and second shifts the PSAP maintained a staff of 12-14 Telecommunicators and during third shift maintained a staff of 7-9. The PSAP also maintained two Supervisors per shift. During that week only nine calls were delayed and the maximum delay was thirty seconds.

## **2.G. Report on EMD**

- a. Bobby Silvestriadis, EMD Supervisor, reported that the PSAP Telecommunicators maintain a high level of compliance at or above 98%. He states that he and Anastasia Lennon, Case Reviewer, review about 600 calls per month.

## **2.H. Status of Training**

- a. Michael Geary, Training Manager, reported that there are two vacant positions in the PSAP, one in Technical Support, two in Data Processing and five in Mapping.
- b. Mr. Geary reported that he met with Emergency Management regarding Emergency Support Function II which deals with communications during a major disaster or state of emergency. The committee was instructed to write a policy on state inter-operability with communications.
- c. Mr. Geary stated that the Bureau has helped Cheshire County Sheriff's office with staffing and training. He has also aided Lakes Region Mutual Aid by testing ten candidates. The training staff also conducted an APCO Basic Telecommunications Training Course for the NH Air National Guard Security Police Squadron.
- d. Mr. Geary explained that since the last Commission meeting he has done two media spots, one on WMUR-TV for EMS week and another at the Legislative Office Building for the Safe Haven for Children bill.
- e. Commissioner Wood asked Mr. Geary if he has any information regarding the NH Emergency Dispatch Association being reactivated. Mr. Geary explained that he does subscribe to their e-mail notifications and has received word that they are reestablished.

**Before breaking for lunch, Director Cheney briefly explained the funding for the lobster lunch. He informed all Commissioners that the lobster lunch is not, and has not been in the past, funded by any state or E 9-1-1 funds. The lobster lunch is provided by the Director, Assistant Director and Chairman Aiken.**

Commissioner Bernard asked that instead of three or four status reports per meeting that the Commissioners receive only the most current report in order to save paper. Director Cheney explained that it has been discussed in the past that the status reports are sent to the Commissioners monthly and the current one is sent with the agenda. Commissioner Landry and Commissioner Wood stated that they would prefer to receive paperwork by e-mail in order to save paper. The Director stated that Ms. Magoon would poll all Commissioners to find out who would prefer e-mail.

Commissioner Valiquet asked the Director how the CAD system mapping updates are done. Director Cheney explained that the Bureau has a small crew that is responsible for maintenance. Commissioner Valiquet also asked if there are any guidelines for what the surcharge can be used for. Director Cheney explained that the present statute states that the surcharge can only be used for the purpose of 9-1-1 and if it is used for anything else the state will become ineligible for federal funding. Director Cheney stated that initial instructions from Commissioner Flynn in regards to the merge are to firmly maintain two separate budgets.

There was a break for lunch at 12:15 PM.

The Commission reconvened at 12:50 PM.

#### **I. Status of Public Education**

a. Jack O'Connor, Public Education and Training Officer, stated that feedback from the public regarding 9-1-1 services and especially Supplemental ALIs has been great. Public education duties and tours have continued and increased since the last Commission meeting.

#### **J. Status of Public Relations**

a. Wanda Hemeon, Informational Representative, explained that the web site is continually being updated with Commission minutes being added as well as "kudos" and Mr. O'Connor's schedule.

b. Ms. Hemeon explained that the newsletter is in draft form and will be ready to go out as soon as the Director approves it.

c. Ms. Hemeon stated that she met with Emergency Interpreter Referral Services in March and the group is ready on July 15 for the NE Deaf and Hard of Hearing staff to be on call to locate interpreters. This will take the burden off of the PSAP Supervisors.

d. Commissioner Wood asked if the annual report could be posted on the web site. Director Cheney said that it could.

### **3. Contractor's Report**

Commissioner Booth left at 12:55 PM.

#### **3.A. Verizon**

- a. Jack DiPesa stated that his commitments from the previous Commission meeting of April 4, 2003 were fulfilled. Mr. DiPesa provided NENA definitions and Web Site for host, central offices, remotes and others, and provided a hard copy of this to Commissioner Bailey. He also provided contract verbiage regarding "route diversity" where available. Mr. DiPesa provided a list of NH database liaisons as well.
- b. Mr. DiPesa reported that all four monthly reports were delivered to NHBEC Staff, No Record Found, 911 Trouble Ticket Summary by Resolution, 911 PSAP ticket Summary and 911 Ticket Query Report.
- c. Mr. DiPesa stated that this quarter there were no major failures in the New Hampshire E 9-1-1 Network.
- d. Mr. DiPesa explained that there were seven Verizon switch upgrades during the quarter, Dover, Hanover, Derry, Milford, Hampton, Keene and Newport.
- e. Mr. DiPesa stated that on June 12, 2003 Verizon installed ALISA Release 20.0.1 which contains enhancements that will assist Verizon and its customers in the deployment of Wireless Phase II.
- f. Mr. DiPesa reported that as of June 24, 2003 there were zero interoffice facility diversity violations in the Verizon E 9-1-1 network.

#### **3.B. TDS**

- a. Lee Willette explained that since the last meeting there has not been a lot of activity with PSAP equipment in Laconia. He stated that the equipment is in place and wired except for two testing locations, they are just waiting for network connections. He stated that TDS will need two weeks notice to get CML staff back on site, and from there it will be a three week time frame for the final connections to be made and testing be done. This will also allow time for Bureau staff to be trained. Personnel from both TDS and CML will remain on site for the beginning of the PSAP's operation.

b. Mr. Willette explained that the Concord equipment has been delivered and is being stored until the Laconia PSAP is operational. At that time the turnaround for the Concord PSAP to be ready will be relatively short.

Commissioner Landry and Commissioner Valiquet returned at 1:05 PM.

c. Commissioner Bernard asked if with the merge with Safety, will the issue of the need for both facilities come into question again. Director Cheney explained that the issue could be raised again and has had conversations with Commissioner Flynn in regards to saving money which included not opening the Laconia Facility. The conclusion of their discussions was that Commissioner Flynn does not see the need for duplication, but understands that the Laconia facility is already operating.

## **NEW BUSINESS**

### **4. Correspondence**

### **5. New Business**

#### **5.A. Discuss Database Development**

a. Assistant Director DeNutte explained that all equipment needed for Database Development has been installed and the system is functional. He stated that software has been installed at three of the independent telephone companies and testing for data exchange has been under way to make sure it is working properly. It is the Bureau's intent to work with all phone companies. Assistant Director DeNutte explained that Verizon and the independent phone companies want a contract for exchange of information, liability and monetary reimbursement. He is not sure where this stands at the moment. Mr. Violette stated that there is a cost associated with data exchange but they cannot quantify these costs to the PUC as requested. Commissioner Wurm explained that Verizon's position is that they should be compensated by the Bureau, but this will not stop Verizon from giving the Bureau the information. Director Cheney stated that the liability issue should be addressed statutorily and not contractually.

b. Commissioner Bernard asked if implementation for taking over the database is on schedule for July 1. Director Cheney explained that the Bureau is not on track for the July 1 date. Assistant Director DeNutte explained that the holdups include software issues and vendor issues. Commissioner Wurm expressed her feeling that the alternate routing issue is a land mine and it needs to be resolved. Director Cheney explained that the issue has been resolved.

Commissioner Wurm left at 1:25 PM.



c. Commissioner Valliere asked if the task of taking over the database has become to daunting for the Bureau in regards to personnel. Director Cheney stated that as of now the Bureau does not know what the demands to personnel will be, but the Bureau's position is a maximum four people. He also stated that a technical person has been identified to oversee the change.

Vice-Chairman Linehan left at 1:30 PM.

**5.B. Discuss "cost-recovery" cost projections**

a. Director Cheney explained that cellular companies' bills for "cost recovery" have gone from \$5700 per month to \$8000 per month and they are adding more towers every month. The Director explained that the time may be approaching that there will need to be separate surcharges for wired and wireless phones. Commissioner Wood asked that the Director make the separate surcharges an agenda item for the next meeting. Commissioner Bernard expressed his belief that wired phones are decreasing while wireless phones are increasing.

**5.C. HB 280- Poison Control**

a. Director Cheney stated that the Poison Control bill went away and will be off the agenda.

**5.D. HB 138- Related to public meeting interpreters**

a. Director Cheney explained that although he has not received a final report, he believes that the bill died.

**6. Adjournment**

a. The Commission tentatively decided that the next meeting will be held on September 19, 2003 in Concord at 11:00 AM

b. Chairman Aiken called for a motion to adjourn. Commissioner Valliere motioned to adjourn the meeting. The motion was seconded by Commissioner Bernard. The Commissioners voted unanimously to adjourn the meeting at 1:50 PM.

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William Wood, Secretary  
Enhanced 9-1-1 Commission